

Web Application Issues

Duplicate addresses

Cause:

Answering 'Yes' to the two consecutive questions regarding place of residence in England or Wales. You will then be asked to provide previous addresses (even if the applicant has only ever had one address).

Personal Details - Windows Internet Explorer
http://77.68.56.54/DRO/Wizard/PersonalDetails.aspx

Postcode * AB12 2DG
Country * United Kingdom
Lookup Address

Do you currently live, or is your principal place of residence in England or Wales? * Yes No

Have you either lived, or had your principle place of residence, in England or Wales? * Yes No

Have you carried on business in either England or Wales in the last 3 years? * Yes No

Any previous addresses in the past 6 years? * Yes No

Hide Previous Address(es)
Please enter any previous addresses.

Previous Addresses

Address 1 *	<input type="text"/>
Address 2	<input type="text"/>
Address 3	<input type="text"/>
Town	<input type="text"/>
County	<input type="text"/>
Postcode *	<input type="text"/>
Country *	Select a country

Lookup Address

Save Save & Add More Cancel

Home Telephone
Mobile Telephone
Daytime Telephone
Email

Duplicate Addresses Solution:

Follow the guidance in the help note next to the first question.
If you answer 'Yes' to the first question, you should answer 'No' to the next two questions.

The screenshot shows a web browser window with the following content:

- Browser Title:** Personal Details - Windows Internet Explorer
- Address Bar:** http://77.68.56.54/DRO/Wizard/PersonalDetails.aspx
- Form Fields:**
 - Postcode *
 - Country *
 - Do you currently live, or is your principal place of residence in this country? Yes No
 - Have you either lived, or had your principle place of residence, in England or Wales? * Yes No
 - Have you carried on business in either England or Wales in the last 3 years? * ? Yes No
 - Any previous addresses in the past 6 years? * ? Yes No
 - Home Telephone
 - Mobile Telephone
 - Daytime Telephone
 - Email
 - National Insurance Number ?
 - Tax Reference ?
 - Tax Office ?
 - What is your ethnic group?
 - Select an ethnicity
 - Select the sub-ethnicity
 - What do you consider your national identity to be? Please select from the list below
 - Do you consider yourself to have a disability? Yes No
- Buttons:** Cancel, Save & Exit, Print Barcode, Continue >>

Missing Creditors

Cause:

When adding Creditors instead of answering the 'Any More Creditors' question, the user is selecting Continue and therefore not saving the creditor information.

Creditors 100023 Gary McSwegan

Type of Creditor * ?

Name of Creditor * ?

Currently Selected Creditor: Natwest

Roll or Account Number ?

Amount owed to Creditor * ?

Is this an excluded debt? * ? Yes No

Is this a secured debt? * ? Yes No

Is there an attachment of earnings order associated with this debt?*? Yes No

Any more creditors? ?

Creditor Name	Account Reference	Amount Owed	Earning Order Status	Is Secured	Creditor
Barclays	00000000	7500.00	No Earning Order	Un-Secured	Edit Delete
Egg Plc	11111111	2500.00	No Earning Order	Un-Secured	Edit Delete

I have entered Nat West as a Creditor, but if I hit 'Continue' now at the bottom right of the screen, and then go back to the Creditor Screen:

Creditors - Windows Internet Explorer
 http://77.68.56.54/DRO/Wizard/Creditors2.aspx

THE INSOLVENCY SERVICE Debt Relief Orders **Your account**
 View Applications
 Logout

100023 Gary McSwegan

Type of Creditor * ?

Name of Creditor * ?

Roll or Account Number ?

Amount owed to Creditor * ?

Is this an excluded debt? * ? Yes No

Is this a secured debt? * ? Yes No

Is there an attachment of earnings order associated with this debt?*? Yes No

Any more creditors? ?

Creditor Name	Account Reference	Amount Owed	Earning Order Status	Is Secured	Creditor
Barclays	00000000	7500.00	No Earning Order	Un-Secured	Edit Delete
Egg Plc	11111111	2500.00	No Earning Order	Un-Secured	Edit Delete

NatWest has disappeared from the Creditor list.

MISSING CREDITORS

Solution:

Always answer the 'Any more Creditors?' question prior to navigating away from the Creditor screen. This will ensure the data just entered has saved. All saved creditor information will show in the box at the bottom of the page

Creditors 100023 Gary McSwegan

Type of Creditor * ?

Name of Creditor * ?

Roll or Account Number ?

Amount owed to Creditor * ?

Is this an excluded debt? * ? Yes No

Is this a secured debt? * ? Yes No

Is there an attachment of earnings order associated with this debt? * ? Yes No

Any more creditors? ?

Creditor Name	Account Reference	Amount Owed	Earning Order Status	Is Secured	Creditor
Barclays	00000000	7500.00	No Earning Order	Un-Secured	Edit Delete
Egg Plc	11111111	2500.00	No Earning Order	Un-Secured	Edit Delete
Natwest	22222222	1000.00	No Earning Order	Un-Secured	Edit Delete

<< Previous

Duplicated Creditor

Cause:

When adding a Creditor using the 'Other Creditor' button, the 'Add Creditor' button is not selected

The screenshot shows a web browser window titled "Creditors - Windows Internet Explorer" with the URL "http://77.68.56.54/DRO/Wizard/Creditors2.aspx". The form contains the following fields and controls:

- Name of Creditor * ?**: A dropdown menu with "Please select a creditor" and an "Other Creditor" button.
- Currently Selected Creditor:** A table with the following data:

Other Creditor	
Creditor Name * ?	Debts Direct
Address Line 1 *	Finance House
Address Line 2	
Address Line 3	
Town	London
County	
Postcode	EC1 1AW
Country	England
- Roll or Account Number ?**: Text input field containing "77777777".
- Amount owed to Creditor * ?**: Text input field containing "500".
- Is this an excluded debt? * ?**: Radio buttons for Yes and No (No is selected).
- Is this a secured debt? * ?**: Radio buttons for Yes and No (No is selected).
- Is there an attachment of earnings order associated with this debt?*?**: Radio buttons for Yes and No (No is selected).
- Any more creditors? ?**: Radio buttons for Yes and No (No is selected).

If I don't select 'Add Creditor' prior to answering the 'Any more creditors?' question at the bottom, this is what happens:

Creditors - Windows Internet Explorer

http://77.68.56.54/DRO/Wizard/Creditors2.aspx

Home Creditors Logout

Creditors 100023 Gary McSwegan

Type of Creditor * ?

Name of Creditor * ?

Roll or Account Number ?

Amount owed to Creditor * ?

Is this an excluded debt? * ? Yes No

Is this a secured debt? * ? Yes No

Is there an attachment of earnings order associated with this debt?* ? Yes No

Any more creditors? ?

Creditor Name	Account Reference	Amount Owed	Earning Order	Status	Is Secured	Creditor
Barclays	00000000	7500.00	No Earning Order	Un-Secured	Edit Delete	
Egg Plc	11111111	2500.00	No Earning Order	Un-Secured	Edit Delete	
Natwest	22222222	1000.00	No Earning Order	Un-Secured	Edit Delete	
Natwest	77777777	500.00	No Earning Order	Un-Secured	Edit Delete	

The last Creditor has saved without a name, if I then select 'Continue' and later navigate back to this screen, this is what happens:

Creditors - Windows Internet Explorer

http://77.68.56.54/DRO/Wizard/Creditors2.aspx

Home Creditors Logout

Creditors 100023 Gary McSwegan

Type of Creditor * ?

Name of Creditor * ?

Roll or Account Number ?

Amount owed to Creditor * ?

Is this an excluded debt? * ? Yes No

Is this a secured debt? * ? Yes No

Is there an attachment of earnings order associated with this debt?* ? Yes No

Any more creditors? ?

Creditor Name	Account Reference	Amount Owed	Earning Order	Status	Is Secured	Creditor
Barclays	00000000	7500.00	No Earning Order	Un-Secured	Edit Delete	
Egg Plc	11111111	2500.00	No Earning Order	Un-Secured	Edit Delete	
Natwest	22222222	1000.00	No Earning Order	Un-Secured	Edit Delete	
Natwest	77777777	500.00	No Earning Order	Un-Secured	Edit Delete	

The last Creditor entered has defaulted to have the same name as the one entered previously, in this case NatWest is now on there twice.

Duplicated Creditors – Solution

When adding a Creditor using the 'Other Creditor' button, please ensure you **always select the 'Add Creditor' button** once you've input the address details.

The creditor's name will then appear next to 'Currently Selected Creditor'

Creditors 100023 Gary McSwegan

Type of Creditor * ? Building Society

Name of Creditor * ? Please select a creditor

Other Creditor

Currently Selected Creditor: Debts Direct

Roll or Account Number ? 321212312

Amount owed to Creditor * ? 500

Is this an excluded debt? * ? Yes No

Is this a secured debt? * ? Yes No

Is there an attachment of earnings order associated with this debt?* ? Yes No

Any more creditors? ? Yes No

Creditor Name	Account Reference	Amount Owed	Earning Order	Status	Is Secured	Creditor
Barclays	00000000	7500.00	No Earning Order	Un-Secured		Edit Delete
Egg Plc	11111111	2500.00	No Earning Order	Un-Secured		Edit Delete
Natwest	22222222	1000.00	No Earning Order	Un-Secured		Edit Delete

<< Previous Cancel Save & Exit Continue >>

Then, once you have answered the 'Any more creditors?' question the newly entered Creditor should appear in the Creditor table at the bottom of the screen:

